

Product Value Information – Motorhome 2024

Insurer name	IQUW Syndicate Management Limited t/a ERS
Product name	Motorhome
Class of business	UK Motor
Date of assessment	January 2024

Manufacturer Information

Product information

This product has been subject to the Insurer’s Product Governance process and has been reviewed and signed off by our Product Oversight Group (POG) committee as representing fair value to our mutual customers. As a minimum the product review covered the following topics:

1. Coverage offered across all the schemes for the product.
2. Benchmarking across the motor insurance market (a minimum of 3 competitors)
3. Identification of strengths and weaknesses
4. Adherence to regulatory standards and laws
5. Review of all supporting insurance documentation
6. Product volume and average premiums against underwriting plans
7. Cancellation reasons and quantitative information
8. Claims performance (complaints, frequency, average claims costs, etc.)
9. Claims declinature and indemnity referrals.
10. Output from broker conduct and risk audits
11. Consideration of the selection and appropriateness of the brokers and distribution channel(s)
12. Financial Crime
13. Vulnerable customers considered to ensure treated correctly and no poor outcomes.

Quarterly attestations are also carried out to assess ongoing issues and any upcoming changes.

Claims are handled in-house by IQUW Syndicate Services Limited. Complaints are handled in-house by the Insurer.

Where there has been a significant change or amendment, the change has been assessed via the product review process.

This product is offered to customers in the United Kingdom, which covers England, Scotland, Wales, and Northern Ireland.

The product runs for a duration of 12 months and renewal notices issued in accordance with local regulations.

Target Market

Driver

- Driver’s age: 17 -85 years old
- All drivers experience and history considered.
- Claim free risks through to those with multiple claims and/or single large losses.



Vehicle

- Motorhomes ranging from USA manufactured RV's, A-class, and coach-built motorhomes, to professionally converted or self-converted panel vans.
- Vehicles registered as "Body Type: Motor Caravan" with the DVLA (or in the process of conversion, subject to timescales)
- Vehicles with a value over £3,000 and with no upper value limit

Other target market areas

- Comprehensive through to "laid-up" ADFT.
- SDP, commuting, personal and company business use.

Vehicle or owner based in the UK

Types of customers for whom the product would be unsuitable

Risks outside of appetite.

Drivers

Excluding those with unemployed occupational status

Any notable exclusions or conditions where the policy will not respond

- Standard market exclusions apply (as per document version – ACMHOME 0323)
- Loss of fuel or damage caused by incorrect fuel/additive.
- Loss of food and drink
- Loss or damage between October and April if your water and internal sanitary systems are not drained while in storage.
- Any accessories not permanently attached to your vehicle.
- Any legal liability, loss or damage if driving whilst under the influence of alcohol or drugs

Other Information for Distributors

Complaints contact details: **0345 268 0279** or complaints@ers.com

Claims contact details: **0800 243 783**

Distributor Information

Total commissions	The broker or intermediary receives a commission payment from ERS, expressed as a percentage of the gross premium (excluding IPT). ERS pay a commission level that is commensurate with market ranges and is considered fair and appropriate and will be part of the TOBA or Binding Authority Agreement.
Insurer fees	ERS do not apply additional fees to our products.
Broker fees	ERS expect that for this product the broker fees are set should be no higher than £75 for any transactions and should notify ERS where this is exceeded.



Distribution Strategy	<p>Motorhome product is sold via specialist brokers via Software Houses or eTrade. ERS also provide the option of manual submissions if the case is complex.</p> <p>Brokers undergo a strict validation process and must submit an annual Fair Value Assessment to ensure they are offering Fair Value; no concerns have been noted for the broker trading in this product.</p>
Other Information for Distributors	<p>Complaints contact details: 0345 268 0279 or complaints@ers.com</p> <p>Claims contact details: 0800 243 783</p>

Fair Value

Assessment Summary	<p>IQUW have put in place a process to ensure that all their products and the service provided are subjected to regular scrutiny to meet the needs of their customers. The table below details the activities that have been undertaken to ensure this product provides fair value to our customers.</p>
Date of product review conducted	<p>January 2024</p>
Expected date of next assessment	<p>Q1 2025</p>